MobileForms

User Manual

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Colophon

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Introduction

MobileForms is a Palm OS® software application that runs on Symbol® SPT 1700. The application enables two distinct functions, two-way messaging and field data collection. The MobileForms application is applicable to customers with a need to collect and transmit critical field data upon request, while minimizing wireless airtime charges. This MobileForms User Manual is intended to provide the user with basic knowledge to utilize the MobileForms application.

Hardware Components

Symbol SPT 1700
Vehicle Cradle
Serial Cable
Power Cable
Mounting Hardware

Icon List and Descriptions

Indicates the handheld is in the vehicle cradle and a communication link has been established with the *i*LM.

Indicates the handheld is not in the vehicle cradle and/or no communication link has been established with the *i*LM.

Send a Message or Form. Indicates a communication link has been established with the *i*LM.

Send a Message or Form. Indicates a communication link has not been established with the *i*LM and the Message or Form will be sent at a later time when a communication link has been established.

Store a Message or Form in the appropriate folder.

Cancel a Message or Form and return to the previous screen.

Access the predefined Messages screen.

Access predefined Forms.

Complete a task. Confirm and accept entered data and proceed to the next data entry field.

Delete a Message or Form.

View the previous Message.

View the next Message.

View a Form definition.

Reply to a message sender.

Access a numeric pop-up keypad.

Access an alpha pop-up keypad.

Complete a task. Confirm and accept entered data and proceed to the next data entry field.

Cancel the current task and return to the previous field.

Delete an entire entry within a field.

Access various Notes fields. Enter customer contact info, item notes and signer's name.

Begin a new Form of the same type.

Facilitates entry of the next or subsequent bar code.

Advance to the next data entry field.

Return to the previous data entry field.

Accept entered data and advance to the next entry field or signify Form completion.

Initiate a bar code scan.

Accept entered data and advance to the next entry field.

Access a numeric pop-up keypad.

View a summary of entered data.

View a detailed summary of entered data.

Access predefined Forms list.

Access the Forms Outbox.

Indicates a Message has been read.

Indicates a Message is new and unread.

Enables review of a Form template definition.

Indicates a new or unread Message in the Inbox.

Launching the MobileForms Application

1. Turn on the handheld by pressing the red power button on the lower left hand corner of the unit (see Figure 1).

Figure 1: Symbol SPT 1700 Handheld

2. Tap the MobileForms icon in the application menu screen to launch the MobileForms application (see Figure 2).

Figure 2: Application Menu Screen

3. The first screen to appear will be the Messaging Inbox screen noted by 'Msg' in the top left hand corner of the screen and by 'Inbox' in the top right hand corner of the screen (see Figure 3).

Figure 3: Messaging Inbox Screen

Figure 4: Message Selected Screen

Messaging

Messaging is the primary user interface. The 'Msg' screen (Messaging Inbox) is the primary default screen. All other application modules can be accessed from within the Messaging screen.

Reading Inbox Messages

1. Tap the stylus on the message to be read from the 'Msg' screen (see Figure 4).

Figure 5: Read Message Display Screen

2. The message will be displayed in its entirety on a separate screen (up to 480 characters). The 'Read Msg' screen illustrates that the message displayed is one of seven messages. The message indicates who it was sent from, followed by a ">" sign and then the message (i.e. this message was sent from Dispatcher) (see Figure 5).

After reading Inbox messages, several options are available using the icons at the bottom of the 'Read Msg' screen:

Tap on the "DONE" icon to return to the 'Msg' screen (see Figure 6). The 'Msg' screen will indicate the total of 7 messages, the total of messages read (indicated by the open envelope icon) and total of unread or new messages (as indicated by the closed envelope icons) (see Figure 7).

Figure 6: Read Message Display Screen

Tap on the "SAVE" icon to save a message (see Figure 6). The saved message will be stored in the Saved folder. To access and read saved messages, select "Saved" from the pull-down folder list (see Figure 8). A listing of saved messages will appear (see Figure 9). Select Inbox from the pull-down list, to return to the Messaging Inbox screen.

Tap on the "RPLY" icon to reply to a message.

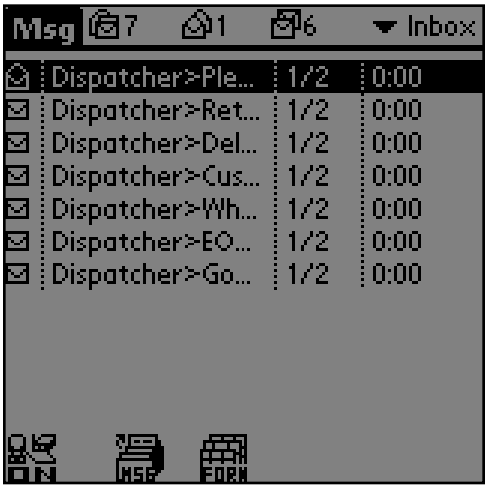

Figure 7: Message Screen

Note: The SAVE icon is only available when the handheld is in the vehicle cradle and communicating with the iLM.

Figure 8: Saved Folder Option Screen

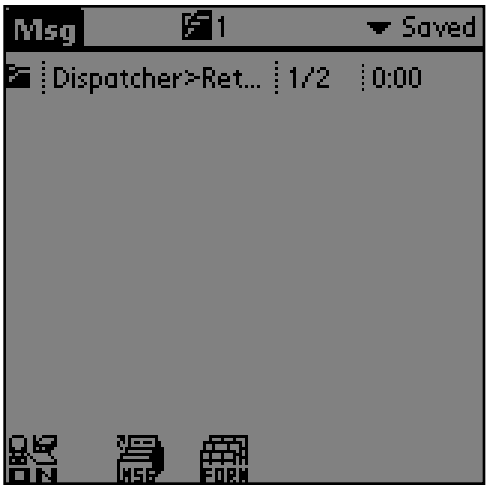

Figure 9: Saved Messages Screen

Figure 10: Confirm Delete Screen

Tap on the "DEL" icon to delete current messages and return to the 'Msg' screen (see Figure 6).

Note: The RPLY, Save and DEL icons are only available when the handheld is in the vehicle cradle and communicating with the iLM.

Tap on the "Yes" button in the 'Confirm delete' pop-up window to delete the message. Tap on the "No" button to return to the message screen without deleting the message (see Figure 10).

Tap on the "PREV" and "NEXT" icons to read the previous or next message in a folder from within the message-viewing screen (see Figure 6).

Sending Messages

The Fleet*ASAP* administrator defines messages from the Messaging Administration section of the Fleet*ASAP* application. For information on setting up and defining messages, refer to the Configuring Messaging Details of the Fleet*ASAP* User Manual. Up to 30 messages can be created and stored on the handheld.

Note: Messages are stored in the Outbox folder until the handheld is placed in the vehicle cradle and then automatically sent.

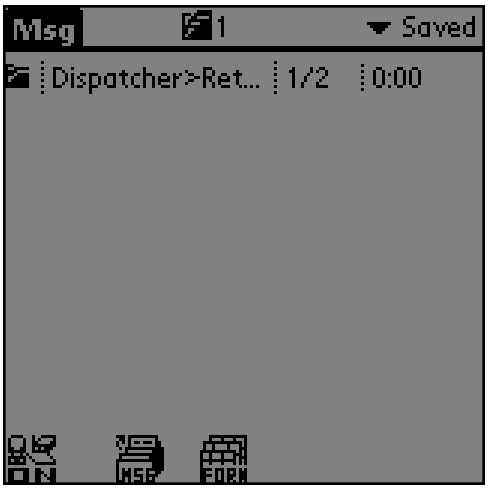

Figure 11: Saved Messages Screen

1. From the 'Msg' screen, tap on the "MSG" icon at the bottom of the screen (see Figure 11). The 'Predefined messages' screen will appear and display up to 30 predefined messages. The messages can be accessed by moving the scroll bar up or down (see Figure 12).

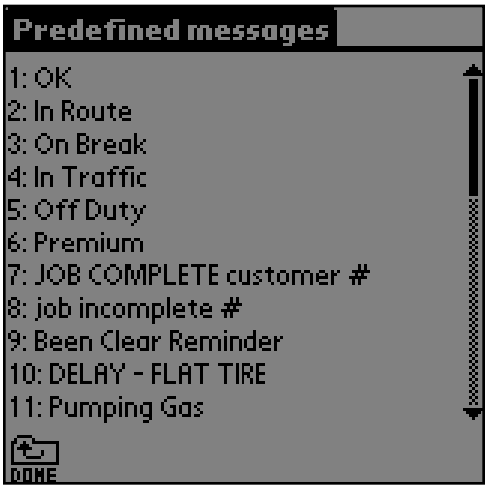

Figure 12: Predefined Messages Screen

2. Tap on the desired message to open and view the message.
3. The predefined message will appear on the 'New Message' screen (see Figure 13).

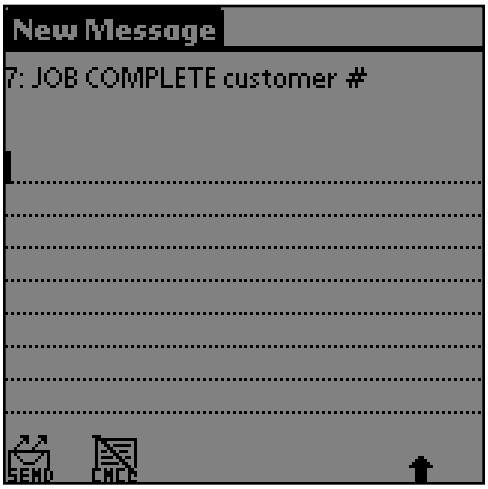

Figure 13: New Message Screen

Figure 14: Appended New Message Screen

4. Up to 20 characters can be added to a predefined message. Characters are added utilizing pop-up alpha or numeric keypads (by tapping on the “abc” or “123” buttons on the handheld data entry box) or by writing letters and numbers in the designated areas using a stylus on the handheld.
5. Tap on the “SEND” icon to store the message in the Outbox folder (see Figure 14). Tap on the “CNCL” icon to cancel the message and return to the ‘Msg’ screen.

SPT 1700 and *i*LM Connectivity

When the handheld is placed in the vehicle cradle, a communication link is initiated between the handheld and *i*LM. The handheld screen will first show the 'Service Connection Progress' pop-up screen indicating the handheld is signing on (see Figure 15).

Figure 15: Service Connection Progress Screen

Once the handheld has established a connection and signed on, any inbox messages will be sent (see Figure 16).

Figure 16: Message Sync Progress Screen

Connectivity Status Icons

When the handheld is in the vehicle cradle and the vehicle cradle is connected to and communicating with the *i*LM, the 'ON' connectivity status icon is displayed in the lower left corner of the handheld (see Figure 17).

Figure 17: On Connectivity Message Screen

Figure 18: Off Connectivity Message Screen

Figure 22: Message Sync Progress Screen

Figure 23: Disable Beep for Unread Messages

When the handheld is removed from the vehicle cradle or is in the vehicle cradle but has not yet established a communication link with the *i*LM, the 'OFF' connectivity status icon is displayed in the lower left corner of the handheld (see Figure 18).

Figure 19: Handheld In Vehicle Cradle Send Icon

Figure 20: Handheld Not In Vehicle Cradle Send Icon

Figure 21: New Message icon

Functionality Variation

Application functionality is dependent upon connectivity status. A Message or Form cannot be sent unless the handheld is in the vehicle cradle, a communication link is established with the *i*LM, and the vehicle is in a wireless coverage area. In Figure 19 above, the "SEND" icon shown indicates the handheld is in the vehicle cradle and a communication link is established with the *i*LM. In Figure 20, the "SEND" icon shown is different than the previous "SEND" icon indicating that the handheld is not in the vehicle cradle and/or a communication link is not established with the *i*LM. All other application modules follow this same basic logic.

Receiving Messages

The Fleet Manager or Dispatcher sends messages to the *i*LM in the vehicle. If the handheld is in the vehicle cradle and a communication link is established with the *i*LM, an audio beep and pop-up message will signal that a new message has arrived on the handheld (see Figure 22). The new message appears as the first message in the Inbox. The new message icon will continuously flash and the hand held will continuously beep if new or unread messages are in the messaging inbox (see Figure 21).

The continuous beep can be enabled or disabled. Click on the New Message Icon to disable. Click again to enable.

Forms

This section discusses the access and use of predefined Forms that the Fleet*ASAP* administrator has previously configured. Up to 8 forms can be defined and stored on the handheld (not including predefined Work Order and Proof of Delivery application Forms). Forms can include up to 10 fields. Each field can be up to 20 characters in length.

Accessing and Using Forms

1. From the 'Msg' screen, tap on the "FORM" icon (see Figure 24). A list of predefined forms will appear (see Figure 25)

Figure 24: Messaging Screen

Figure 25: Forms Types Screen

2. Tap on the desired form name to access the form and display its fields (see Figure 26).

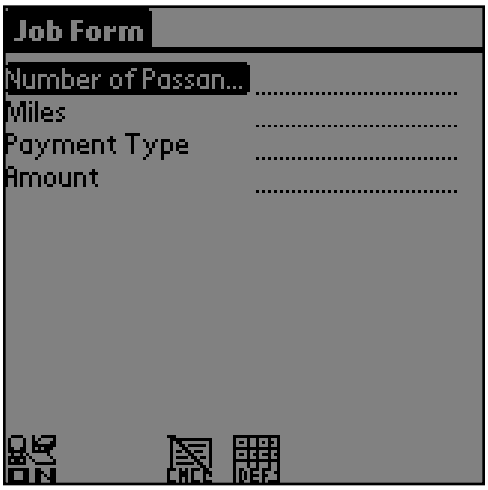

Figure 26: Job Form Screen

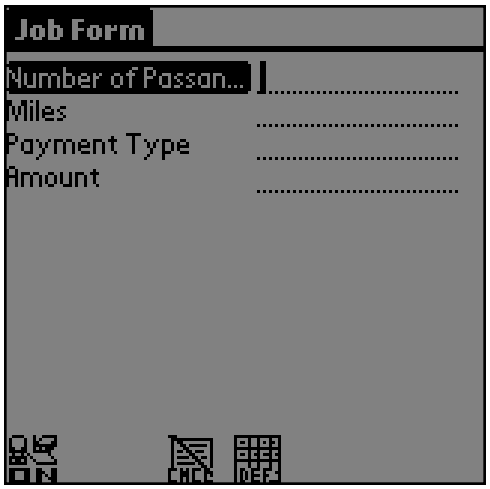

Figure 27: Job Form Screen

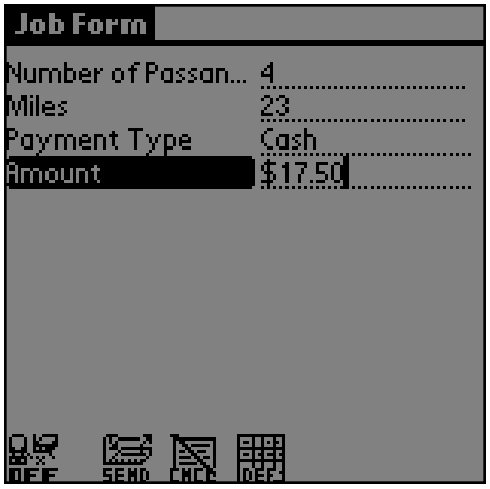

Figure 28: Filled Out Job Form Screen

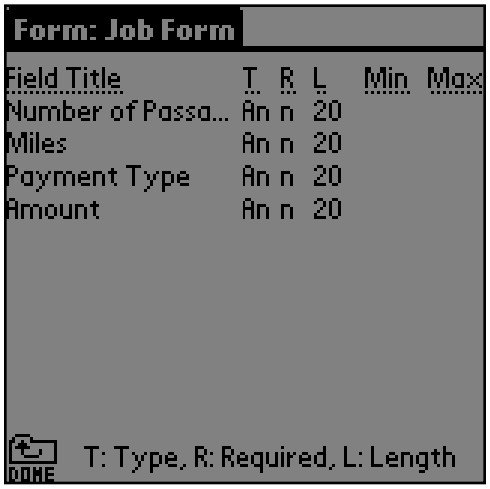
Form: Job Form
Field Title T R L Min Max
Number of Passa... An n 20
Miles An n 20
Payment Type An n 20
Amount An n 20
DONE
T: Type, R: Required, L: Length

Figure 29: Form Definition Screen

3. Tap the blank field to the right of the field description and a blinking cursor will appear (see Figure 27).

4. Tap on the "abc" or "123" buttons on the handheld data entry box to display the alpha or numeric key-pad. Tap on the desired letter(s) or number(s) to complete entry into the chosen field. Repeat to enter data into the remaining form fields. A highlighted field description indicates field entry is enabled (see Figure 28).

Note: The FleetASAP administrator defines Form details.

When filling out a form, the definition of each field in a form can be accessed by tapping on the "DEF" icon at the bottom of the screen. The following are the field descriptions and definitions (see Figure 29):

Field Title	**Title of the field.**
T	Type of entry. The type of entry enabled is "An" or alphanumeric for each of the four form fields. Other options include "n"- numeric only, "a" - Alpha only, "c" - currency only, "Y" or "N" - Yes or No only.
R	Required field. If entry into each field is required before proceeding to the next field a "y" will appear. If entry into each field is not required an "n" will appear.
L	Length of form. Entry length can be up to 20 characters, as indicated by the 20.
Min	Minimum amount. This value is unlimited.
Max	Maximum amount. This value is unlimited.

5. To cancel all current form field entries and return to the forms screen, tap on the "CNCL" icon (see Figure 28). To store a form to send later, tap on the "SEND" icon (see Figure 28). Once a form is filled out, it is stored in the 'Forms Outbox' until the handheld is placed back into the vehicle cradle and communicating with the *i*LM. A pop-up message will appear indicating the message will be sent when the handheld is placed in the vehicle cradle and establishes a communication link with the *i*LM (see Figure 30).

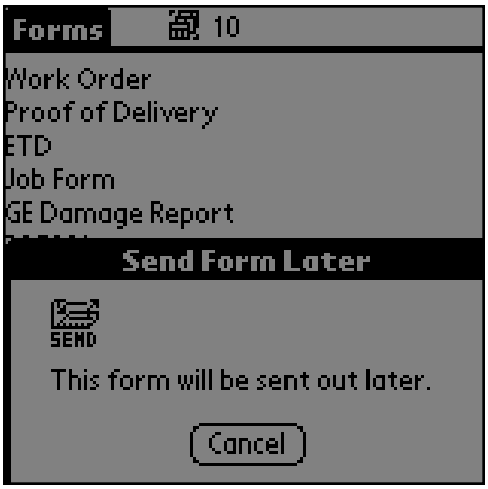

Figure 30: Send Form Later Screen

6. Tap on the "DONE" icon to return to the Forms List Screen (see Figure 31).

Figure 31: Forms Screen

Note: Forms are stored in the Outbox until the handheld is placed in the vehicle cradle and communicating with the iLM.

Viewing Forms in the Outbox

Forms can be viewed in the Outbox before being sent.

1. To view the Forms stored, tap on the Outbox selection at the bottom of the screen (see Figure 32). To choose a specific Outbox to view from, tap on the down arrow at the top right hand corner of the screen. A drop-down list will appear with all available forms (see Figure 32).

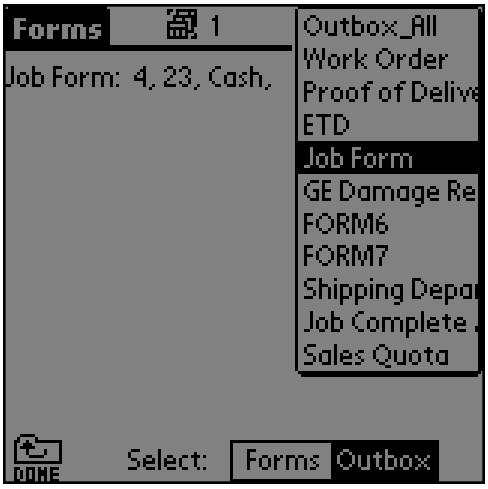

Figure 32: Outbox Drop-Down Screen

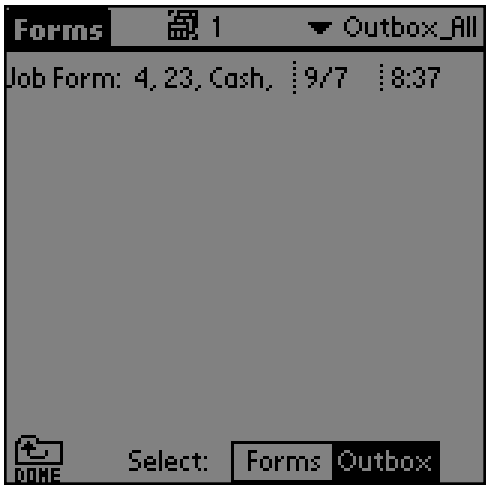

Figure 33: Outbox Job Form Screen

2. A form can be viewed from its specific Outbox (see Figure 32) or from the Outbox_All folder (see Figure 33).

3. Tap on the "DONE" icon to return to the Messaging Inbox.

Work Order Form

The Work Order Form is an integrated application that can be used to create invoices.

Accessing and Using the Work Order Form

1. From the forms screen, tap on the "Work Order" listing to access the 'Work Order' Form (see Figure 34).

Figure 34: Forms Screen

2. When the 'Work Order' application is accessed for the first time and/or for the first time after a HotSync is performed, the application prompts the user for their 'User ID' (see Figure 35). The User ID can be entered via bar code scanner or by tapping on the "#" icon and using the pop-up keypad.
3. After entering the User ID, tap on the right arrow button at the bottom of the screen to go to the next screen. Tap on the "Cancel" button to exit the screen and return to the 'Forms' screen.

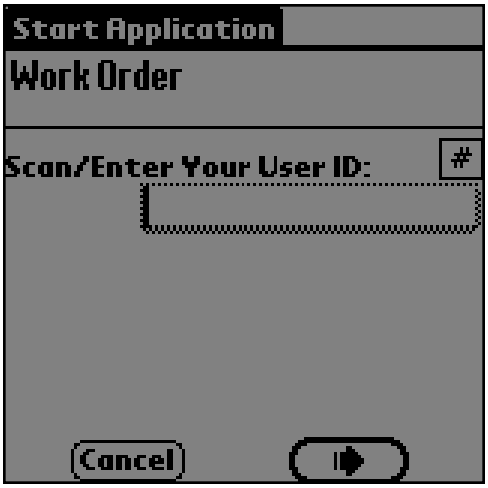

Figure 35: Work Order User ID Screen

4. The first entry field is 'Customer #' (see Figure 36). Tap on the "#" icon to pop-up the numeric keypad. Tap on the "End" button to exit the screen.

Note: A customer reference file can be used to pre-fill customer contact details. Refer to the section about importing and using customer reference files for details.

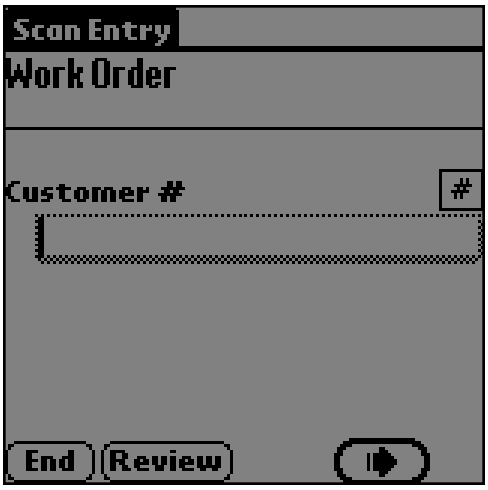

Figure 36: Work Order Customer # Screen

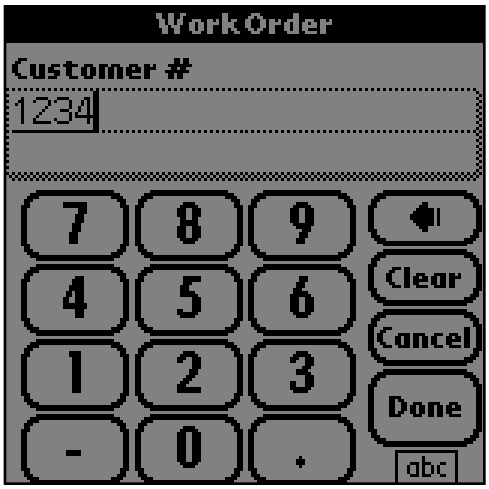

Figure 37: Work Order Customer # Screen

5. Tap on the desired numbers to enter the customer number data (see Figure 37). Tap on the left arrow button to backspace. Tap on the "Clear" button to clear the entire entry. Tap on the "Cancel" button to cancel the entry and return to the main Work Order screen. Tap on the "Done" to accept the entry and return to the current Work Order screen. Tap on the "abc" button to access the pop-up alpha keypad.

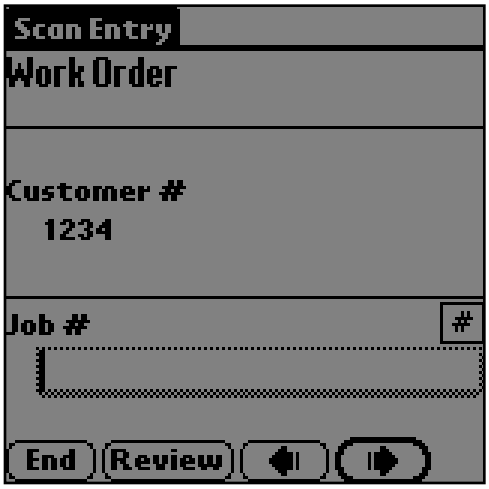

Figure 38: Work Order Job # Screen

6. Tap on the "DONE" button to accept the entry and go to the next data entry field (see Figure 37).
7. Enter the 'Job #' data the same way the 'Customer #' data was entered (see Figure 38).

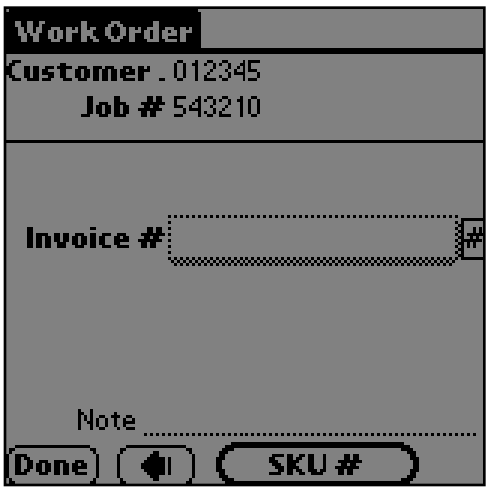

Figure 39: Work Order Invoice # Screen

8. Enter the 'Invoice #' data the same way as the 'Customer #' and 'Job #' data was entered (see Figure 39).

9. Once the invoice number has been entered, tap on the dotted line to the right of the 'Note' field to open the 'Notes Entry' customer contact information screen (see Figure 40).
10. Tap on the dotted line to the right of the 'Name' field to activate the field (see Figure 40). Tap on the "#" icon to enter numeric data. Tap on the "abc" icon to enter alpha characters.

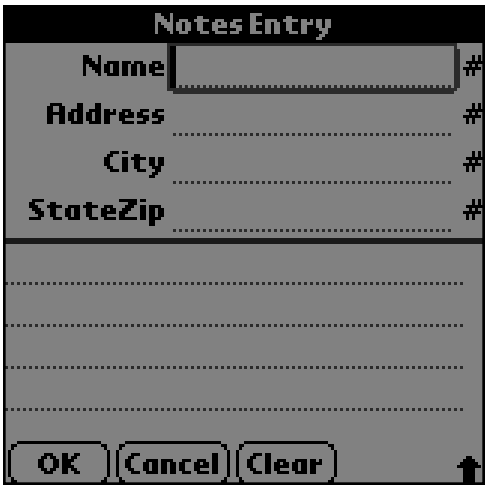

Figure 40: Work Order Notes Area Screen

11. Tap on the "Done" button in the Alpha or Numeric Keypad screen to access the'Address' field (see Figure 41).

Note: Note: A customer reference file can be used to pre-fill customer address details. Refer to the section about importing and using customer reference files for details.

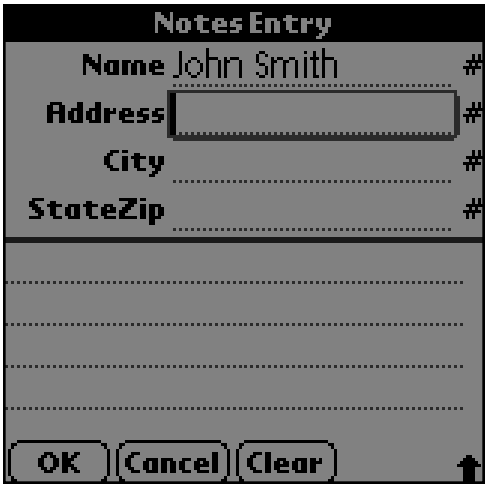

Figure 41: Work Order Name Screen

12. Enter the 'Address' and 'Zip' fields the same way the 'Name' field data was entered (see Figure 42).
13. Tap on the "OK" button to accept the data and access the next screen. Tap on the "Cancel" button to cancel the entry and return to the previous screen. Tap on the "Clear" button to clear the information on the screen.

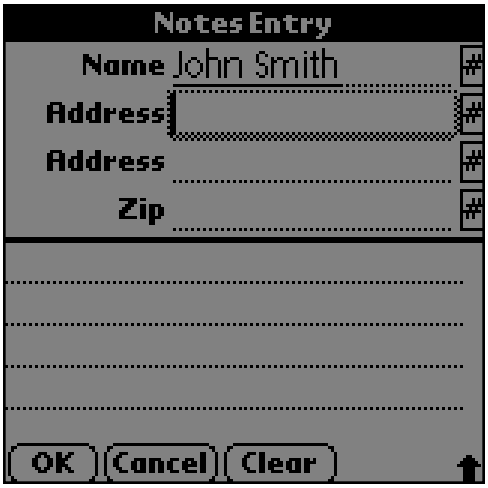

Figure 42: Work Order Address Screen

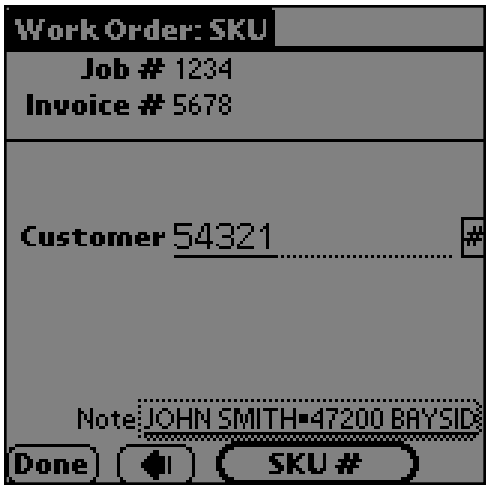

Figure 43: Work Order Notes Entered Screen

14. Tap on the "SKU #" button to enable bar code scanner entry (see Figure 43).

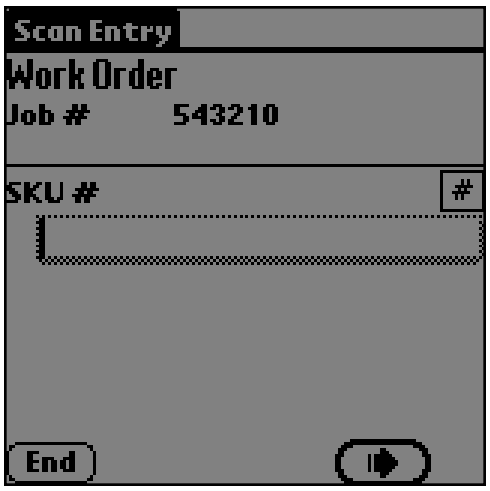

Figure 44: Scan Entry SKU # Screen

15. Once the 'Scan Entry SKU #' screen appears on the handheld (see Figure 44), press any one of the three yellow buttons on the handheld (left, right or center) to activate the bar code scanner. Make sure the red scan beam covers the entire bar code. The green scan LED lights and a beep sounds to indicate a successful decode.

Note: Do not allow the bar code laser beam to be viewed. It can cause serious eye injury.

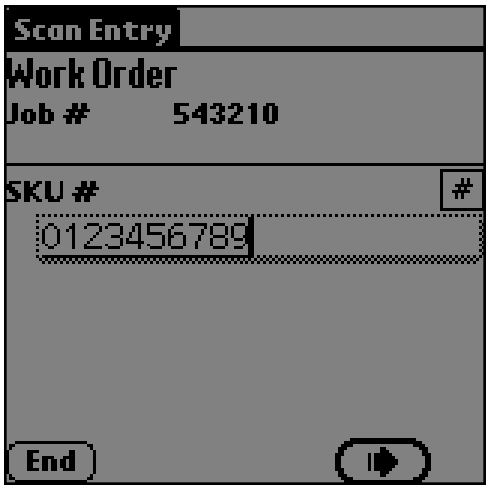

Figure 45: Work Order SKU # Entered Screen

16. The SKU # entry field will refresh with the SKU # once there is a successful decode (see Figure 45). Tap the right arrow button to access the item quantity field.

17. In the 'Quantity' field, tap on the "+1" or "-1" boxes to the right to increase or decrease item quantity (see Figure 46). The 'Quantity' can also be entered using the 'Quantity Field Entry Option' screen (see Figure 47).
18. To enter the item price, tap on the "#" icon to the right of the 'Price' field to pop-up the 'Select Price' keypad.

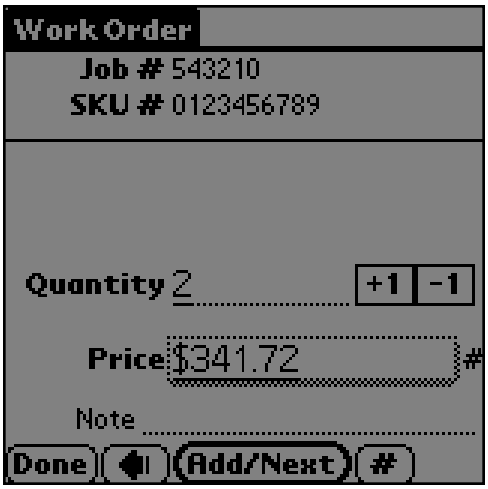

Figure 46: Work Order Quantity Screen

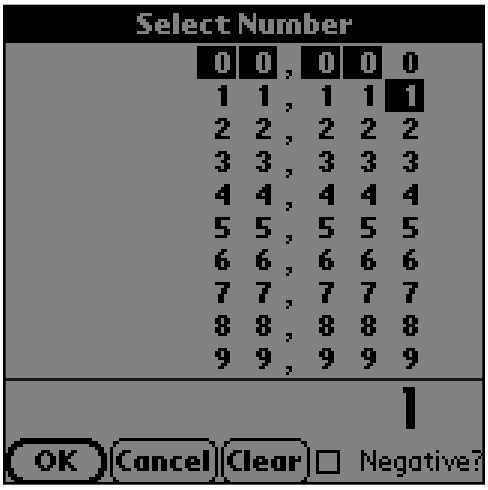

Figure 47: Quantity Field Entry Option

19. Tap on the appropriate numbers to enter item price (see Figure 48). Tap on the "OK" button to accept item price. Tap on the "Cancel" button to return to the previous screen. Tap on the "Clear" button to clear the entire price entered.

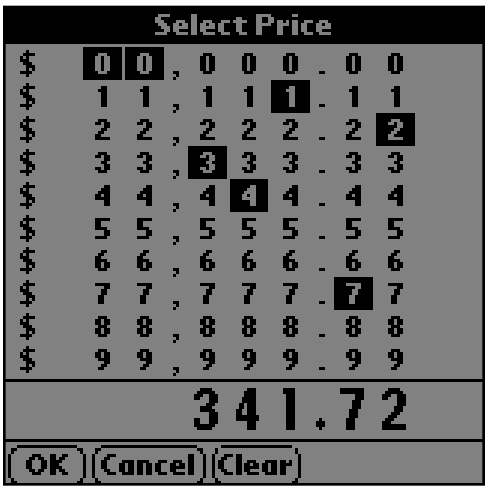

Figure 48: Select Price Keypad Screen

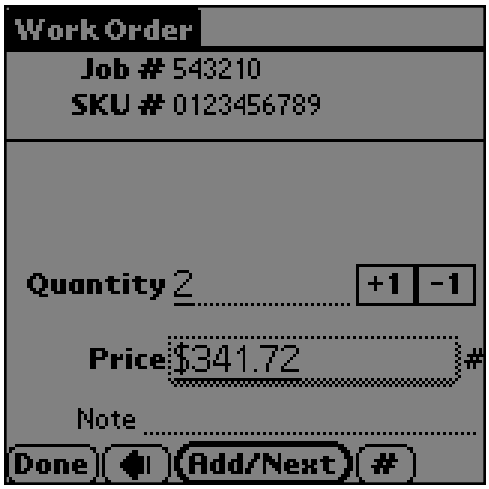

Figure 49: Work Order Screen

20. Tap on the dotted line to the right of the 'Note' field to enter any required item notes (see Figure 49).

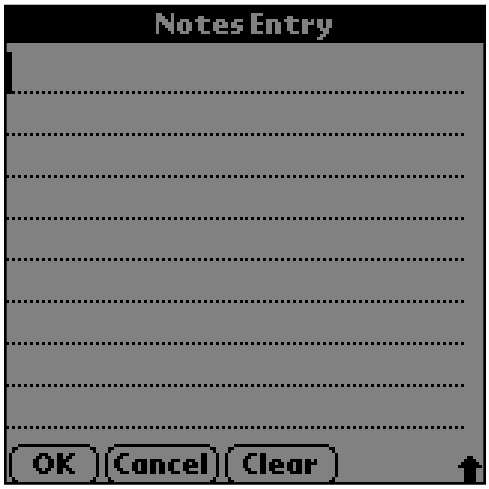

Figure 50: Work Order Notes Entry Screen

21. From the "Notes Entry" screen (see Figure 50), tap on the "abc" or "123" buttons on the hand-held data entry box to pop-up an alpha or numeric keypad (see Figure 51). 'Notes' can also be entered using the graffiti character entry fields.

Figure 51: Notes Entry Keyboard Screen

22. Tap on the "OK" button to accept the notes entry.

23. To enter subsequent SKU #'s, tap on the "Add/Next" button to access the 2nd SKU # entry field (see Figure 52)..

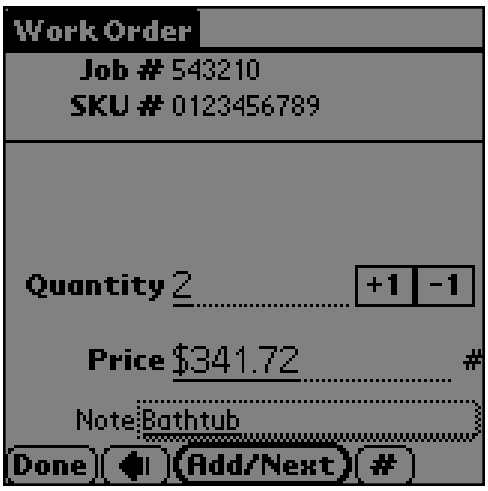

Figure 52: Work Order Note Added Screen

24. At the 'SKU #' entry screen, repeat the same process used for entering the previous SKU # and tap on the "End" button to access the next entry field (see Figure 53).
25. Enter the 'Quantity', 'Price' and 'Note' sections using the same process used before.

Figure 53: Work Order SKU # Entry Screen

26. When the SKU entries are complete, tap on the "Done" button (see Figure 54).

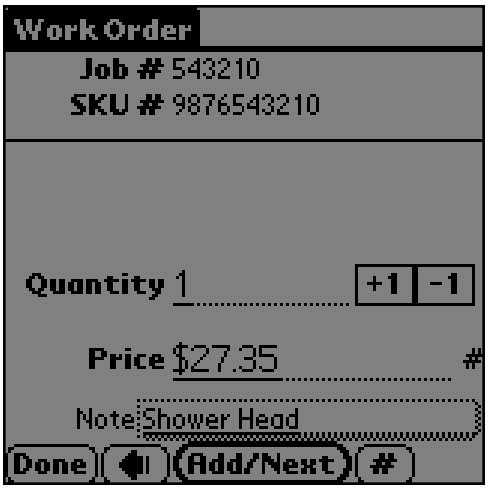

Figure 54: Work Order Complete Screen

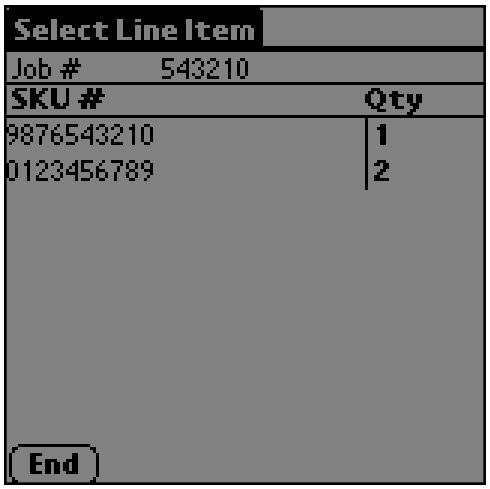

Figure 55: Select Line Item Screen

27. Tap on the “End” button to access the ‘Signature’ screen (see Figure 55).

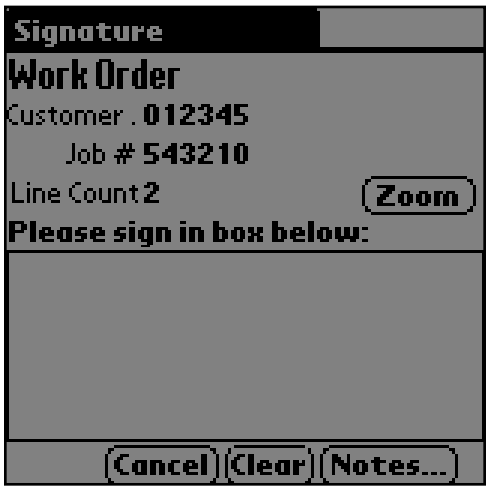

Figure 56: Work Order Signature Screen

28. At the ‘Signature’ screen, have the customer enter their signature into the designated box using the stylus (see Figure 56).

Note: Modifications to entered data cannot be made after a signature is obtained.

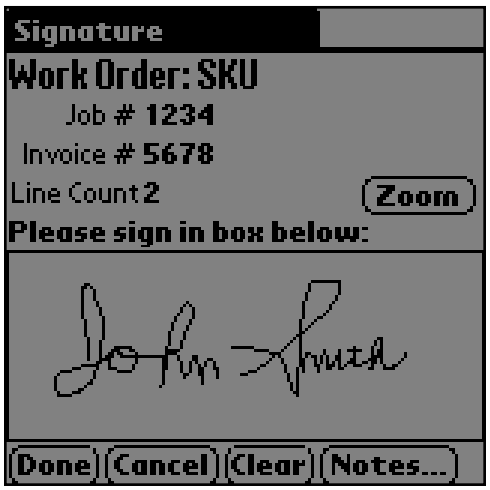

Figure 57: Work Order Signature Complete Screen

29. Tap on the the “Done” button to accept the entry (see Figure 57).

30. A pop-up screen will appear after the signature is captured stating entries can not be edited. Click on the "OK" button to proceed to the next screen (see Figure 58).

No Edit After Signature
Once a signature has been captured, you may not edit the entries or delete lines.
Any entries you make will be discarded.
You can delete the whole document.
OK

Figure 58: No Edit After Signature Screen

30. At the 'Work Order Signed By' screen, use the pop-up alpha keypad to type in the signer's name (see Figure 59).
31. Tap on the "Done" button to accept the entry and complete data entry (see Figure 59).

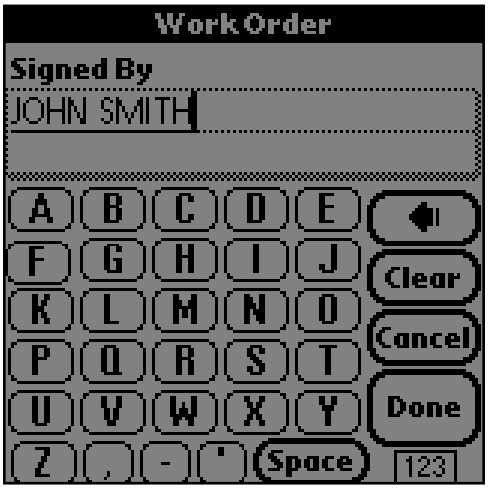

Figure 59: Work Order Signed By Screen

32. From the 'Select Line Item' screen, tap on the "End" button (see Figure 60).

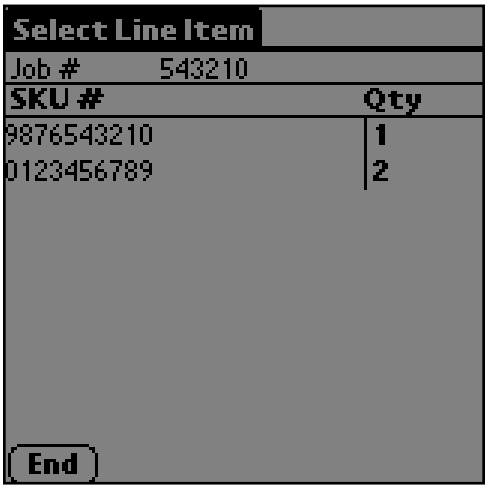

Figure 60: Work Order Select Line Item Screen

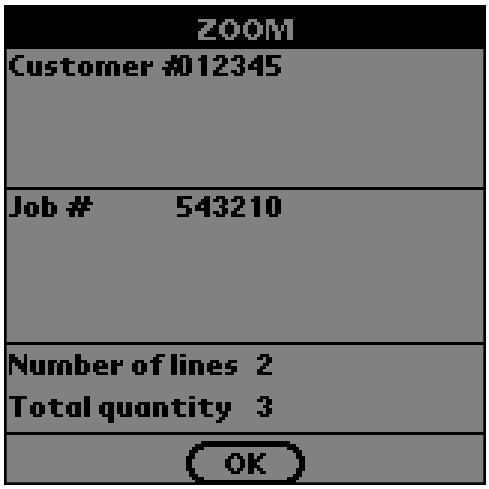

Figure 61: Zoom Work Order Detail Screen

33. The last screen is a summary of a completed Work Order Form (see Figure 61). Tap on the "OK" button after reviewing the information and to close the Work Order application to return to the 'Forms' screen.

Proof of Delivery Form

Data entry into the Proof of Delivery Form is very similar to the Work Order Form.

Accessing the Proof of Delivery Form

1. From the 'Messaging Inbox' screen, tap on the "FORM" icon (see Figure 62).

Figure 62: Messaging Inbox Screen

2. From the 'Forms' screen, tap on the "Proof of Delivery" listing to access the 'Proof of Delivery Form' (see Figure 63).

Figure 63: Forms Screen

3. When the 'Proof of Delivery' application is accessed for the first time and/or for the first time after a HotSync is performed, the application prompts the user for their user identification. The User ID can be entered via bar code scanner or by tapping on the # icon and using the pop-up keypad (see Figure 64). The 'User ID' can also be entered using the graffiti character entry fields.
4. After entering the User ID, tap on the right arrow button at the bottom of the screen to go to the next screen. Tap on the "Cancel" button to exit the screen and return to the 'Forms' screen (see Figure 64).

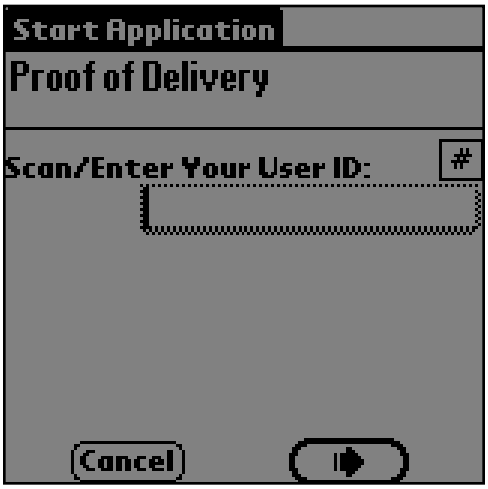

Figure 64: Proof of Delivery Start Application Screen

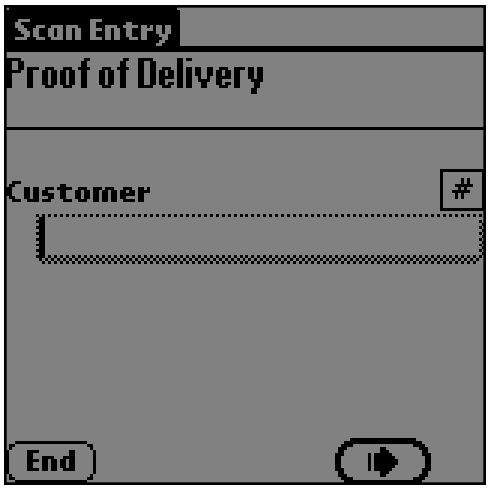

Figure 65: Proof of Delivery Customer # Screen

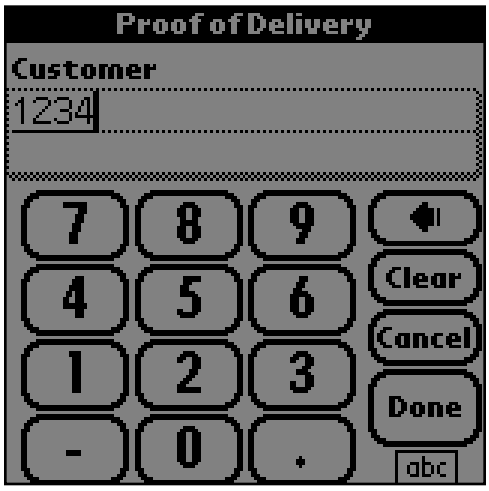

Figure 66: Proof of Delivery Customer # Screen

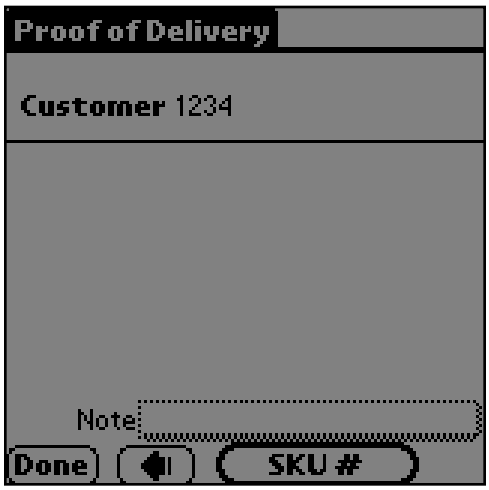

Figure 67: Proof of Delivery Customer # Entered Screen

5. The first entry field is 'Customer #' (see Figure 65). Tap on the "#" icon to pop-up the numeric keypad. Tap on the "End" button to exit the screen.

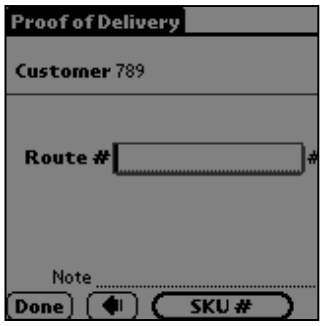

Figure 65a: Proof of Delivery Route # Screen

6. Tap on the desired numbers to enter the customer number data (see Figure 66). Tap on the left arrow button to backspace. Tap on the "Clear" button to clear the entire entry. Tap on the "Cancel" button to cancel the entry and return to the main 'Proof of Delivery' screen. Tap on the "Done" to accept the entry and return to the current 'Proof of Delivery' screen. Tap on the "abc" button to access the pop-up alpha keypad.

7. Tap on the "DONE" button to accept the entry and go to the next data entry field (see Figure 67).

Note: To enter 'Route #', follow the same process shown above for 'Customer #'.
(see Figures 65, 65a, 66, & 67)

8. Tap on the dotted line to the right of the 'Name' field to activate the field (see Figure 68). Tap on the "#" button to enter numeric data. Tap on the "abc" button to enter alpha characters.
9. Tap on the "Done" button to access the 'Address' field.

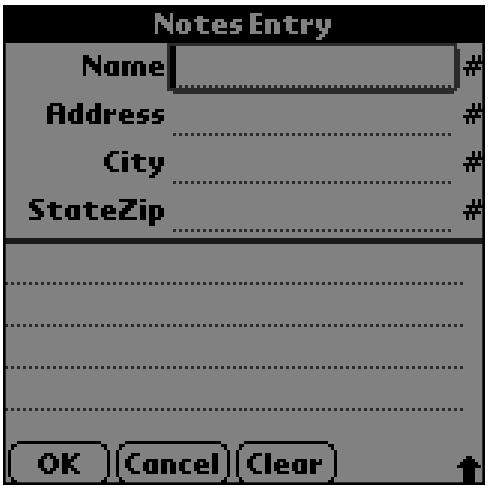

Figure 68: Proof of Delivery Name Entry Screen

10. Enter the 'Address' and 'Zip' fields the same way the 'Name' field data was entered (see Figure 69).
11. Tap on the "OK" button to accept the data and access the next screen. Tap on the "Cancel" button to cancel the entry and return to the previous screen. Tap on the "Clear" button to clear the information on the screen (see Figure 69).

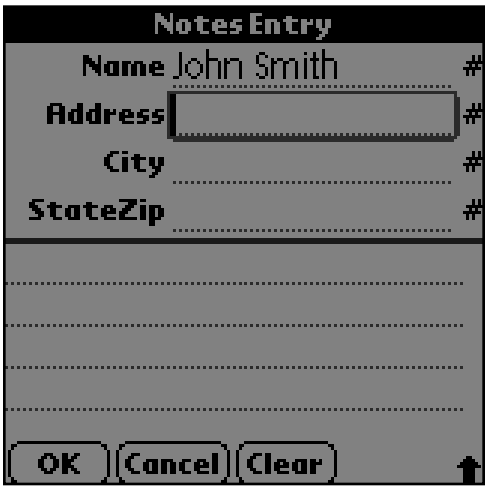

Figure 69: Proof of Delivery Address Entry Screen

12. Tap on the "SKU #" button to enable bar code scanner entry (see Figure 70).

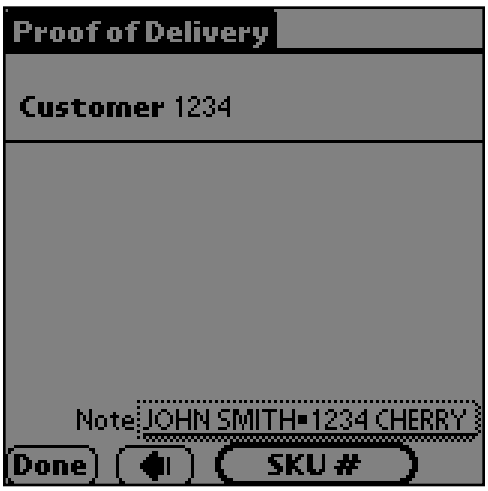

Figure 70: Proof of Delivery Notes Entered Screen

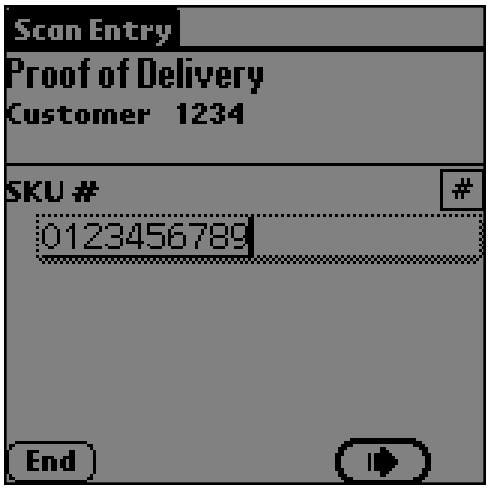

Figure 71: Proof of Delivery SKU # Screen

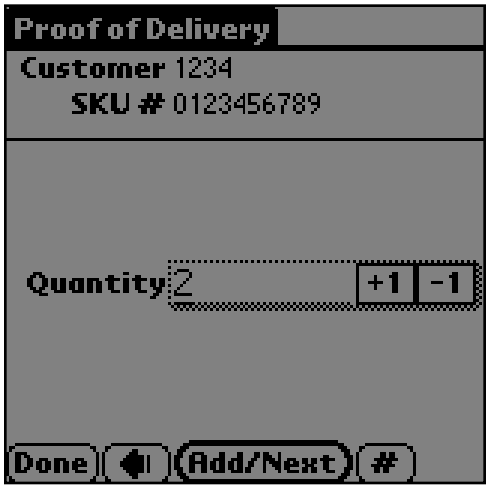

Figure 72: Proof of Delivery Quantity Screen

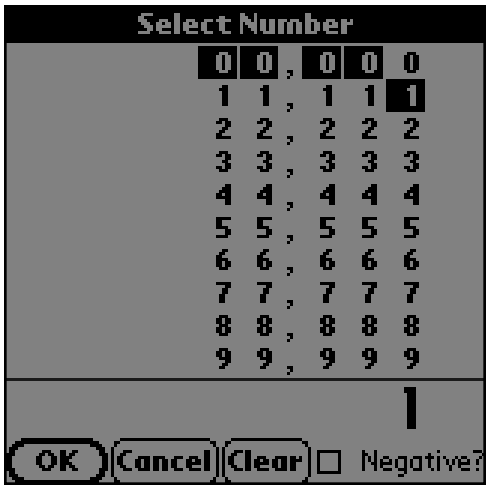

Figure 73: Quantity Field Entry Option

13. Once the 'Scan Entry SKU #' screen appears on the handheld, press any one of the three yellow buttons on the handheld (left, right or center) to activate the bar code scanner. Make sure the red scan beam covers the entire bar code. The green scan LED lights and a beep sounds to indicate a successful decode.
14. The SKU # entry field will refresh with the SKU # once there is a successful decode (see Figure 71). Tap the right arrow button to access the item quantity field.

> *Note: Do not allow the bar code laser beam to be viewed. It can cause serious eye injury.*

15. In the 'Quantity' field, tap on the "+1" or "-1" boxes to the right to increase or decrease item quantity (see Figure 72). The 'Quantity' can also be entered using the 'Quantity Field Entry Option' screen (see Figure 73).
16. To enter subsequent SKU #'s, tap on the "ADD/NEXT" button to access the 2nd SKU# Entry Field (see Figure 72).

16. Tap on the “End” button to access the ‘Signature’ screen (see Figure 74).

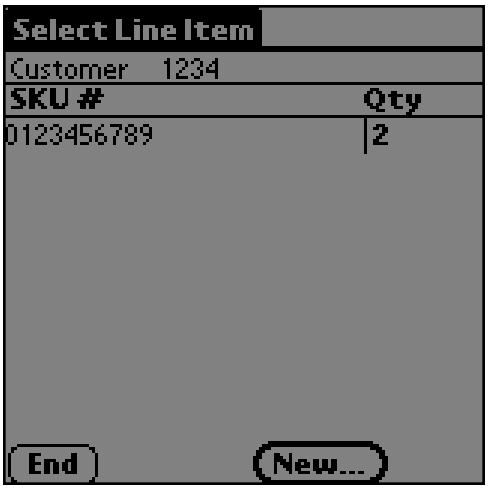

Figure 74: Proof of Delivery Select Line Item Screen

17. At the ‘Signature’ screen, have the customer enter their signature into the designated box using the stylus (see Figure 75).

Note: Modifications to entered data cannot be made after a signature is obtained.

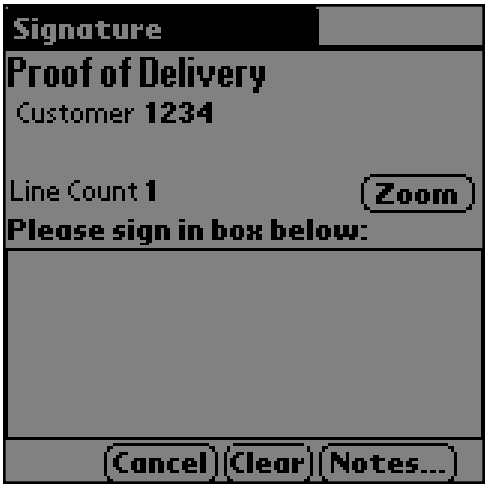

Figure 75: Proof of Delivery Signature Screen

18. Tap on the the “Done” button to accept the entry (see Figure 76).

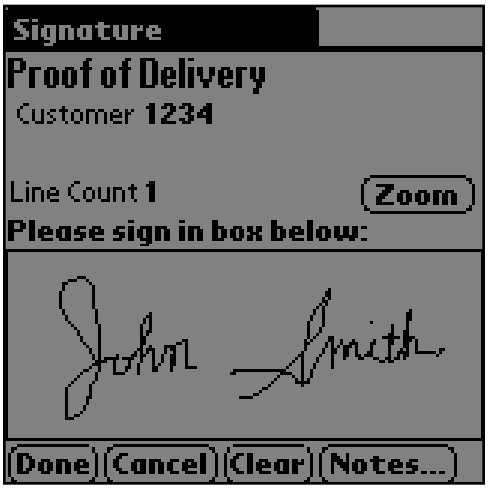

Figure 76: Proof of Delivery Signature Complete Screen

No Edit After Signature
Once a signature has been captured, you may not edit the entries or delete lines.
Any entries you make will be discarded.
You can delete the whole document.
OK

Figure 77: No Edit After Signature Screen

19. A pop-up screen will appear after the signature is captured stating entries can not be edited, Click on the "OK" button to proceed to the next screen (see Figure 77).

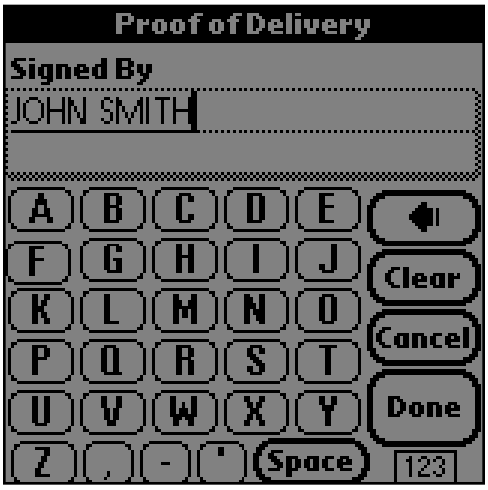

Figure 78: Proof of Delivery Signed By Screen

20 At the 'Proof of Delivery Signed By' screen, use the pop-up alpha keypad to type in the signer's name (see Figure 78).

21. Tap on the "Done" button to accept the entry and complete data entry.

Work Order and Proof of Delivery Form Summaries

Upon completing, storing or sending a Work Order or Proof of Delivery Form, a Form summary is automatically created and stored on the handheld. When the handheld is placed in the vehicle cradle and a communication link is established with the *i*LM, the Form summary is sent to @Road. Work Order and POD form summaries are accessed and viewed by utilizing Fleet*ASAP* form reports. Refer to the Fleet*ASAP* User Manual for detailed instructions on generating form reports.

Work Order:

Vehicle	Date	Time	Job Number	Invoice Number	Customer Name	Address	City	State Zip	Approved By	Total $ Amount	Signature	Issues
Sym1	10/31/2001	14:20:45 (PST)	2	5	JOE CLARK	12345 MAIN STREET	SOUTH SAN FRANCISCO	CA 95123	LMN	800.00	Y	-

Proof Of Delivery:

Vehicle	Date	Time	Customer Number	Route Number	Customer Name	Address	City	State Zip	Received By	Number Of Items	Signature	Issues
Sym1	10/31/2001	11:53:53 (PST)	123	-	123	123	123	123	123	234	Y	123

Figure 79: Sample Form Report Summary Screens

HotSync

HotSync is a synchronization tool utilized to upload Work Order and POD field collected data onto a PC. Connect a single or four slot serial cradle to the PC that will be used for synchronization.

Uploading Work Order and POD Field Collected Data

Place the handheld in the single or four slot serial cradle connected to the PC. Press the HotSync button on the serial cradle. Field collected data will be uploaded to the PC in comma separated value (CSV) format.

HotSync File Format

Refer to the PDF document, located at the following URL: http://www.mariettasystems.com/pde/download.html This document describes how and where Comma Separated Value (.CSV) files are stored on the PC. It also describes their format and consolidation of information collected from different Symbol units.

Importing Field Collected Data Into a Database Application

Refer to the PDF document, located at the following URL: http://www.mariettasystems.com/pde/download.html This document describes how to import Work Order and Proof of Delivery field collected data into a Microsoft® Access database.

Importing and Using Customer Reference Files

Refer to the document. Located at the following URL: http://www.mariettasystems.com/pde/download.html Customer reference files can be loaded onto the handheld. These files include a customer number associated with customer contact information. The handheld queries the reference file and matches the customer number entered (into the Work Order or Proof of Delivery Forms) with the associated customer contact information. The handheld utilizes the reference file information to populate customer contact information fields within the Work Order and POD forms. Using reference files will reduce data entry and increase accuracy.